

Attorney Docket No. FINL-005/00US

PATENT

Express Mail Label Number: EV 459985734 US  
Date of Deposit: October 14, 2004

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Date: October 14, 2004

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**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of BURGIN et al.

Confirmation No.: 8505

Serial No. 09/944,676

Examiner: K. Christman

Filed: 08/31/2001

Art Unit: 3713

FOR: SYSTEM AND METHOD FOR AUTOMATED END-USER SUPPORT

Mail Stop Patent Application  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**TRANSMITTAL**

Enclosed are the following documents:

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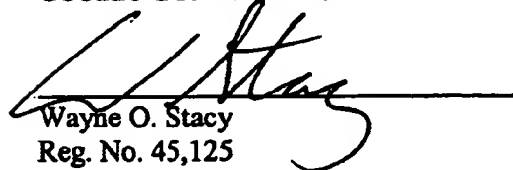
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